

2001 MONTHLY REPORT

PROGRAM

Motor Vehicle Division

SUBPROGRAM/AREA

Customer Services / Customer Service

AGENCY GOAL	2	To increase the quality, timeliness and cost effectiveness of our products and services.
MVD/PROGRAM GOAL	1	To improve customer service.
AGENCY and MVD/PROGRAM OBJECTIVE	1	For FY 2001, reduce the average customer total visit time (door-to-door) in field offices to 23 minutes.

Type	PERFORMANCE MEASURES	FY 2000	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	FY 2001	FY 2001 Estimate
IP	Number of MVD customers served in field offices (in thousands)	4,576.3	373.30	401.10	347.30	371.90	346.40	346.50	404.20	382.80	449.70	406.38	431.11	420.81	4,681.5	4,645
OP	Number of transactions (thousands)	5,289.8	462.40	512.2	446.7	464.4	426.9	433.9	505.7	451.4	533.3	488.6	492.8	493.25	5,711.55	5,501
EF	Average customer wait time (door-to-counter) in field offices (minutes)	15.1	16.5	15.4	16.4	16.0	12.1	11.9	15.1	17.5	18.6	14.5	14.9	14.7	15.5	15
EF	Average customer total visit time (door-to-door) in field offices (minutes)	23.6	24.6	23.6	24.9	24.4	20.6	20.3	23.3	25.9	26.8	22.8	23.3	23.1	23.7	23
QL	Percent of customers rating overall service either Excellent or Good	91%	90%	92%	91%	93%	95%	95%	90%	89%	88%	92%	92%	90%	91%	91%

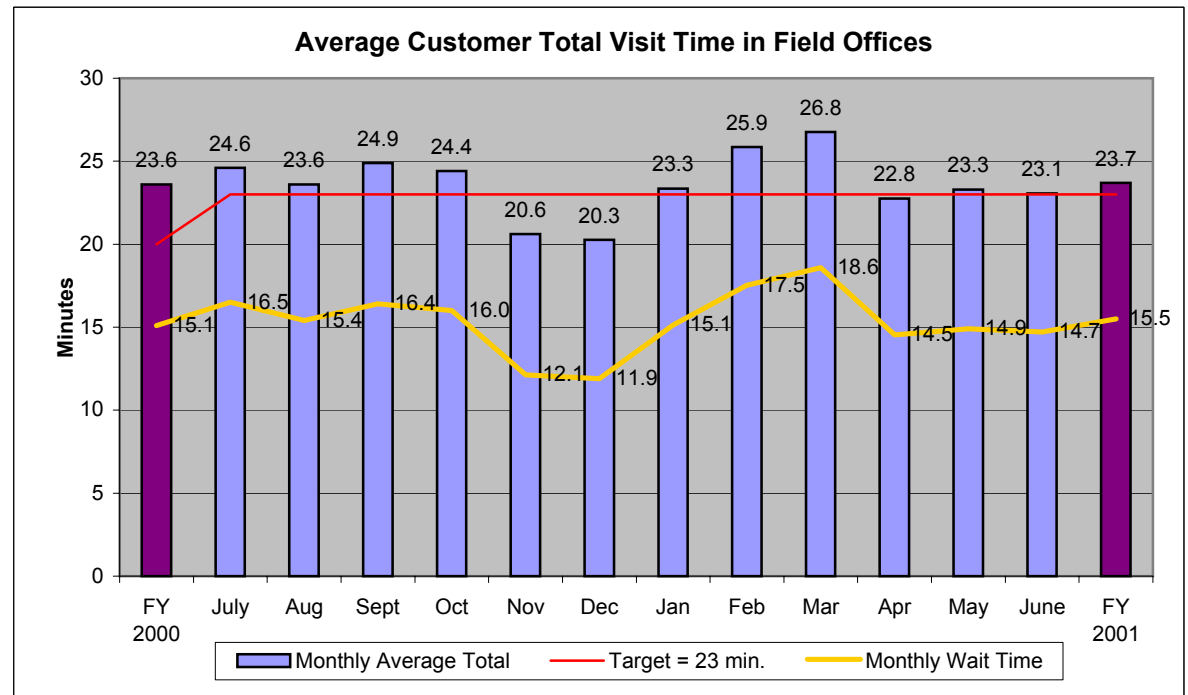
VARIANCE STATEMENT

MARCH: The increase in visit time can be attributed to (1) the highest number of customers year-to-date (March tends to be one of the highest customer volume months), (2) on-the-job training of 57 new hires within the last two months, (3) continued high turnover, and (4) four days in March during the mainframe consolidation process the mainframe response time increased by 10%.

MAY: The increase in visit time can be attributed to (1) an increase in the number of customers due in part to the release of students from schools for the summer months, (2) continued high turnover, (3) an increase in transaction time due to the rollout of ARMANI, and (4) equipment downtime.

JUNE: Although customer transactions were up slightly, improvements in Q-matic transaction coordination is believed to have had some positive impact along with the filling of some vacancies.

NOTES



2001 MONTHLY REPORT

PROGRAM

Motor Vehicle Division

SUBPROGRAM/AREA

Customer Services / Customer Service

AGENCY GOAL	2	To increase the quality, timeliness and cost effectiveness of our products and services.
MVD/PROGRAM GOAL	1	To improve customer service.
AGENCY and MVD/PROGRAM OBJECTIVE	2	For FY 2001, ensure at least 60% of all field office customers experience wait times of 15 minutes or less.

Type	PERFORMANCE MEASURES	FY 2000	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	FY 2001	FY 2001 Estimated
IP	Number of MVD customers served in field offices (in thousands)	4,576.3	373.30	401.10	347.30	371.90	346.40	346.50	404.20	382.80	449.70	406.4	431.11	420.81	4,681.5	4,645
OP	Number of transactions (thousands)	5,289.8	462.40	512.2	446.7	464.4	426.9	433.9	505.7	451.4	533.3	488.6	492.8	493.25	5,711.6	5,501
EF	Average customer wait time (door-to-counter) in field offices (minutes)	15.1	16.5	15.4	16.4	16.0	12.1	11.9	15.1	17.5	18.6	14.5	14.9	14.7	15.5	15
EF	Percent of customers waiting for 15 minutes or less	59.5%	53.8%	57.0%	56.0%	57.2%	66.3%	68.7%	59.0%	54.5%	49.6%	59.0%	57.5%	59.3%	58.2%	60%
EF	Percent of customers waiting more than 15 and up to 30 minutes	24.3%	26.7%	25.8%	24.0%	24.7%	22.9%	20.7%	24.6%	23.6%	25.8%	24.2%	26.1%	24.2%	24.4%	25%
EF	Percent of customers waiting more than 30 and up to 45 minutes	10.3%	12.5%	10.8%	10.3%	10.7%	7.4%	6.8%	9.8%	11.7%	12.7%	9.2%	10.3%	10.3%	10.2%	9.7%
EF	Percent of customers waiting more than 45 minutes	5.9%	7.0%	6.4%	9.8%	7.4%	3.4%	3.8%	6.7%	10.2%	11.1%	6.3%	6.1%	6.2%	7.0%	5.3%

VARIANCE STATEMENT

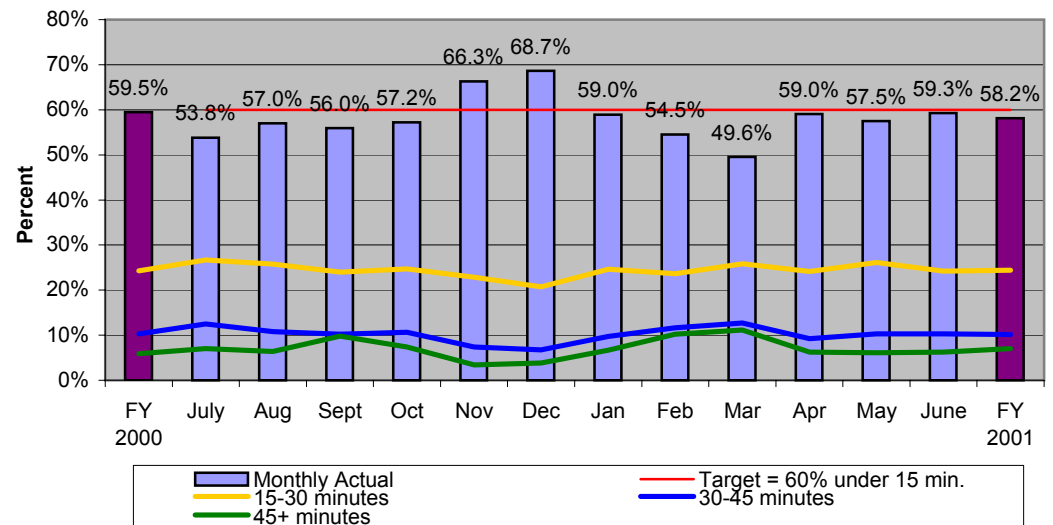
MARCH: The decrease in customers served in 15 minutes or less can be attributed to (1) the highest number of customers year-to-date (March tends to be one of the highest customer volume months), (2) on-the-job training of 57 new hires within the last two months, (3) continued high turnover, and (4) four days in March during the mainframe consolidation process the mainframe response time increased by 10%.

APRIL: The increase in customers served in 15 minutes or less can be attributed to a lower number of customers.

MAY: The decrease in customers served in 15 minutes or less can be attributed to (1) an increase in the number of customers due in part to the release of students from schools for the summer months, (2) continued high turnover, (3) an increase in transaction time due to the rollout of ARMANI, and (4) equipment downtime.

JUNE: Although customer transactions were up slightly, improvements in Q-matic transaction coordination is believed to have had some positive impact along with the filling of some vacancies.

Customers Waiting 15 minutes or Less in Field Offices



NOTES

2001 MONTHLY REPORT		PROGRAM	Motor Vehicle Division
		SUBPROGRAM/AREA	Customer Services / Customer Service
AGENCY GOAL	2	To increase the quality, timeliness and cost effectiveness of our products and services.	
MVD/PROGRAM GOAL	1	To improve customer service.	
AGENCY and MVD/PROGRAM OBJECTIVE	3	For FY 2001, of those customers responding to a field office survey, ensure 91% rate their overall experience as either excellent or good.	

Type	PERFORMANCE MEASURES	FY 2000	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	FY 2001	FY 2001 Estimate
IP	Number of MVD customers served in field offices (in thousands)	4,576.3	373.30	401.10	347.30	371.90	346.40	346.50	404.20	382.80	449.7	406.4	431.11	420.8	4,681.5	4,645
OP	Percent of field office customers completing satisfaction survey	1.8%	1.4%	0.8%	1.0%	1.4%	1.4%	1.3%	1.6%	1.9%	1.4%	1.8%	1.5%	1.4%	1.4%	1.8%
QL	Percent of customers rating overall service either excellent or good	86%	90%	92%	91%	93%	95%	95%	90%	89%	88%	92%	92%	90%	91%	91%
EF	Average customer wait time (door-to-counter) in field offices (minutes)	15.1	16.5	15.4	16.4	16.0	12.1	11.9	15.1	17.5	18.6	14.5	14.9	14.7	15.5	15
EF	Average customer total visit time (door-to-door) in field offices (minutes)	23.6	24.6	23.6	24.9	24.4	20.6	20.3	23.3	25.9	26.8	22.8	23.3	23.1	23.7	23

VARIANCE STATEMENT

OCTOBER through DECEMBER: The increase in the customer satisfaction can be attributed to a decrease in wait time.

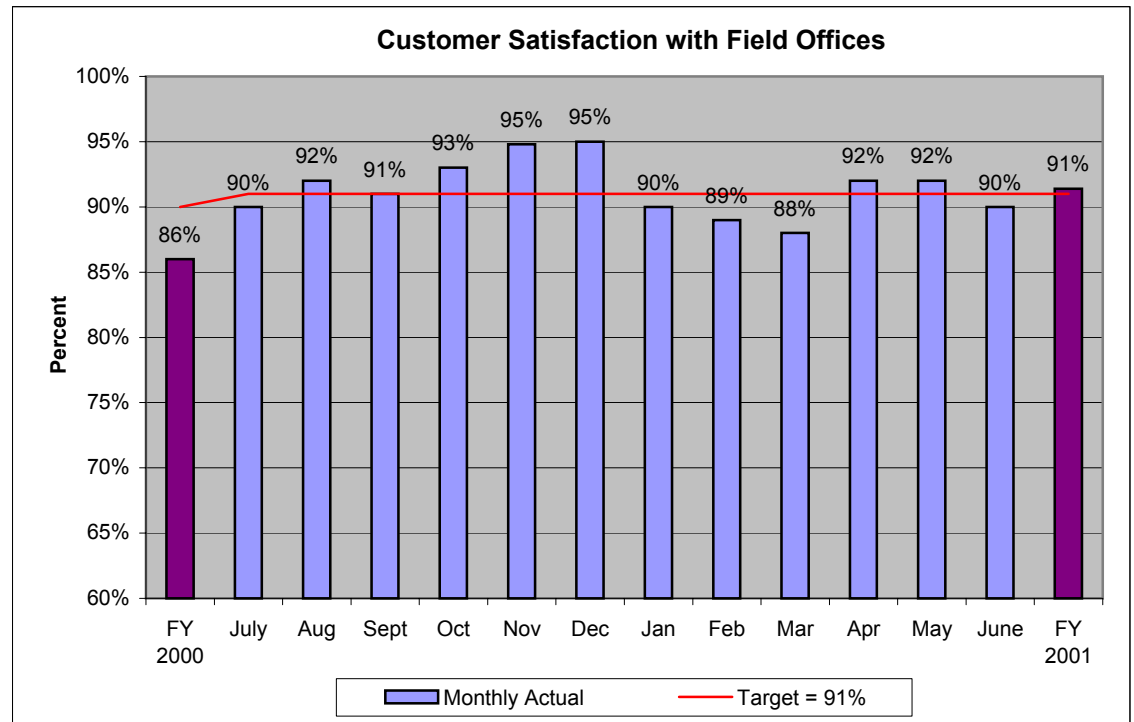
MARCH: The decrease in customer satisfaction can be attributed to the increase in the average customer wait time.

APRIL: The increase in customer satisfaction can be directly attributed to the decrease in customer wait time.

MAY: The 92% survey response of either excellent or good can be directly attributed to the continued success in keeping the majority of wait times under 15 minutes.

JUNE: There is no clear reason for the slight satisfaction variance. Wait times were down and the percentage of customers served in < 15 minutes was up, which should have been positive indicators for increased satisfaction.

NOTES



2001 MONTHLY REPORT

PROGRAM

Motor Vehicle Division

SUBPROGRAM/AREA

Motor Vehicle Support Services

AGENCY GOAL	2	To increase the quality, timeliness and cost effectiveness of our products and services.
MVD/PROGRAM GOAL	1	To improve customer service.
MVD/PROGRAM OBJECTIVE	4	For FY 2001, ensure that 67% of all vehicle registration renewals are completed through alternate methods.

Type	PERFORMANCE MEASURES	FY 2000	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	FY 2001	FY 2001 Estimate
OP	Number of vehicle registration renewals (field office and alternate methods)	2,446,460	209,987	225,506	215,054	223,406	194,360	234,523	251,074	205,330	242,049	234,580	246,900	273,836	2,756,605	2,791,106
OP	Number of all vehicle registration renewals completed by field offices	832,772	77,517	70,039	76,461	74,009	68,692	83,075	85,165	72,517	81,371	72,451	83,231	92,939	937,467	921,065
OP	Percent of all vehicle registration renewals completed by field offices	34%	36.9%	31.1%	35.6%	33.1%	35.3%	35.4%	33.9%	35.3%	33.6%	30.9%	33.7%	33.9%	34.0%	33%
OC	Number of all vehicle registration renewals completed through alternate methods	1,613,688	132,470	155,467	138,593	149,397	125,668	151,448	165,909	132,813	160,678	162,129	163,669	180,897	1,819,138	1,870,041
OC	Percent of all vehicle registration renewals completed through alternate methods	66%	63.1%	68.9%	64.4%	66.9%	64.7%	64.6%	66.1%	64.7%	66.4%	69.1%	66.3%	66.1%	66.0%	67%
OP	Fleet renewal percentage	1.3%	1.6%	1.8%	0.1%	0.4%	0.2%	0.5%	0.4%	0.2%	0.2%	0.2%	0.4%	2.8%	0.8%	1.3%
OP	Drop Box renewal percentage	2.3%	1.8%	1.8%	1.6%	1.8%	1.6%	2.0%	1.9%	1.5%	2.3%	1.9%	1.8%	0.5%	1.7%	2.8%
OP	Third Party renewal percentage	16.0%	18.4%	18.2%	20.7%	17.1%	18.5%	20.7%	18.1%	19.2%	19.8%	30.2%	21.3%	23.7%	20.6%	19.9%
OP	Renew-by-Mail renewal percentage	46.3%	41.3%	47.1%	42.0%	47.6%	44.4%	41.4%	45.6%	43.9%	44.1%	36.9%	42.8%	39.1%	42.9%	43.0%

VARIANCE STATEMENT

APRIL: All alternate renewal methods decreased with the exception of third party, which increased almost 23,000 over March counts. April renewals of 28,553 U-Haul vehicles were the biggest factor in this dramatic increase. Prior to April, the monthly average of third party renewals in FY 01 was 42,000, so the U-haul portion proves significant to the entire alternate renewal effort. The 20,000 count decrease in renew-by-mail transactions may have been impacted by the May 1 delivery of approximately 271,000 renewals, which should have been sent by the second week of April. If so, a marked increase in overall renewals should be seen in May.

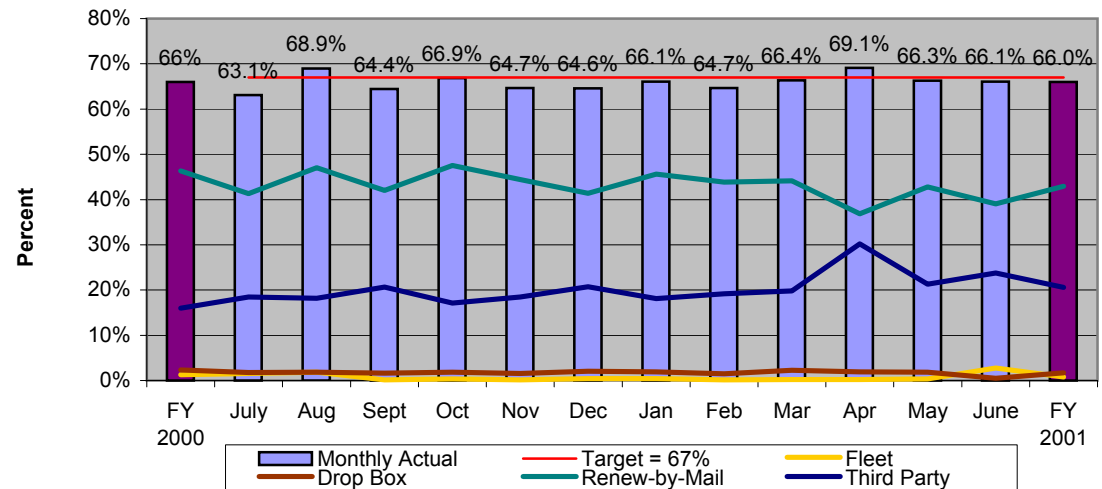
MAY: All renewal transaction types increased from April except third party. However, if the April anomaly of 28,553 U-Haul renewals is factored out, the May third party overall renewal count actually increased.

JUNE: All renewal transaction types increased from May except for Drop Box, which experienced a cyclically expected June decrease.

NOTES

December measurement includes a correction of a typographical error in the November third party count, resulting in a change from 18.3% to 18.5%.

Renewals Completed Through Alternate Methods



2001 MONTHLY REPORT		PROGRAM	Motor Vehicle Division
		SUBPROGRAM/AREA	Customer Services / Competitive Government Partnerships
AGENCY GOAL	2	To increase the quality, timeliness and cost effectiveness of our products and services.	
MVD/PROGRAM GOAL	1	To improve customer service.	
MVD/PROGRAM OBJECTIVE	5	For FY 2001, ensure the number of transactions completed by third parties is 26% of the total comparable business assumed by MVD and third parties.	

Type	PERFORMANCE MEASURES	FY 2000	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	FY 2001	FY 2001 Estimate
IP	Number of third party companies partnering with MVD	668	659	666	669	662	864	869	873	N/A	N/A	N/A	N/A	N/A	752	710
OP	Number of comparable business transactions completed by MVD	9,752,750	802,301	863,721	778,250	816,801	696,365	715,843	682,945	N/A	N/A	N/A	N/A	N/A	5,356,226	12,947,348
OP	Number of comparable business transactions completed by third parties	4,301,561	479,066	547,194	572,529	575,581	568,223	558,343	535,455	N/A	N/A	N/A	N/A	N/A	3,836,391	4,509,348
OP	Total number of comparable business transactions completed by MVD and third parties	14,054,311	1,281,367	1,410,915	1,350,779	1,391,382	1,264,588	1,274,186	1,218,400	N/A	N/A	N/A	N/A	N/A	9,191,617	17,456,696
OC	Percent of comparable transactions completed by third parties	31%	37.4%	38.8%	42.4%	41.4%	44.9%	43.8%	43.9%	N/A	N/A	N/A	N/A	N/A	41.7%	26%

VARIANCE STATEMENT

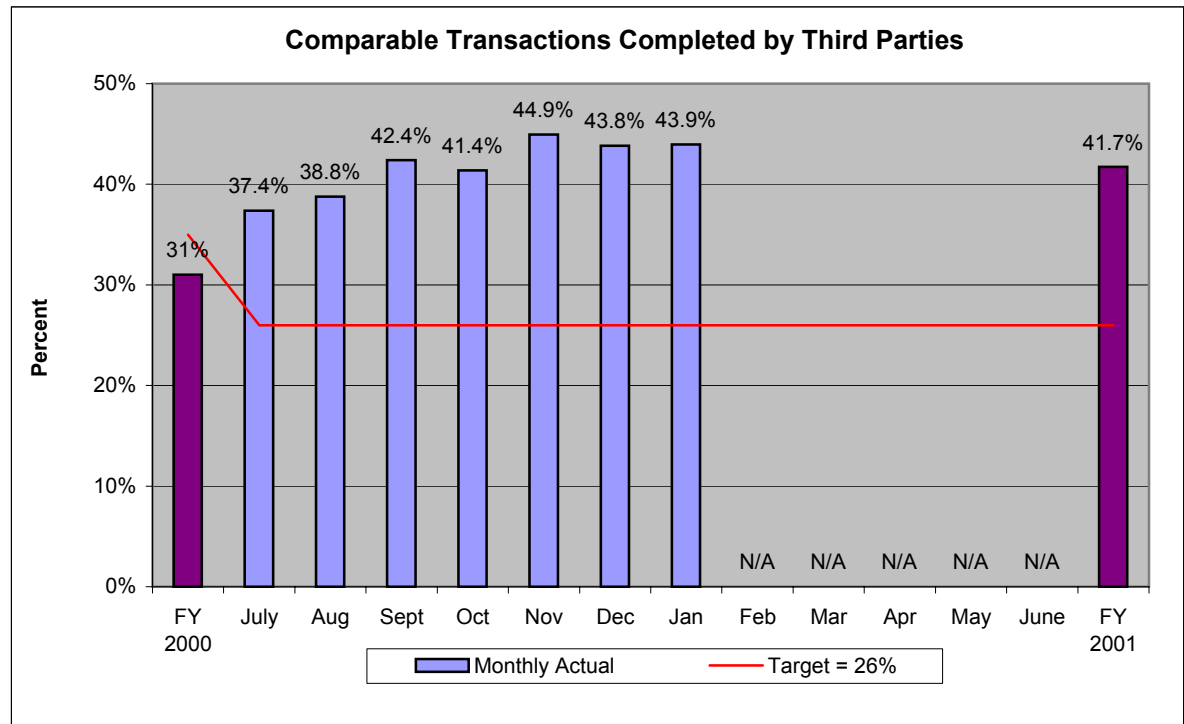
FEBRUARY through JUNE: Methodology for this objective is currently under critical review by MVD Executive Management. It is expected that discussions regarding this issue will take an extended period of time to resolve.

NOTES:

This measurement comprises comparable business transactions performed in customer service field offices and via the ports of entry; it does not include activities performed entirely by third parties for MVD such as traffic survival school, home study program, and driving schools.

During FY 2000, it included: registration renewals, special plates, titles and registrations, driver license application processing, operator, motorcycle and commercial driver license tests, endorsement processing, Prepass, Motor Vehicle Record sales (MVR), communication calls and Level I vehicle inspections (excluding those performed by Enforcement).

Measurements added during FY 2000: 9/99--Special plates; 1/00--Motor Vehicle Record (MVR) sales; 2/00--electronic transactions of duplicate drivers license, duplicate I.D. cards, non-sufficient fund collection, abandoned vehicle fee, address changes, and non-terminal transactions of 3- and 30-day permits.



2001 MONTHLY REPORT		PROGRAM	Motor Vehicle Division
		SUBPROGRAM/AREA	Customer Services / Competitive Government Partnerships
AGENCY GOAL	2	To increase the quality, timeliness and cost effectiveness of our products and services.	
MVD/PROGRAM GOAL	2	To provide services designed to increase the use of electronic service delivery.	
AGENCY and MVD/PROGRAM OBJECTIVE	1	For FY 2001, increase the number of Internet transactions to 360,000 (average 30,000 per month).	

Type	PERFORMANCE MEASURES	FY 2000	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	FY 2001	FY 2001 Estimated
OP	Total Internet transactions	180,816	21,729	22,238	22,692	22,822	21,834	25,799	28,300	25,430	35,552	33,199	41,302	40,729	341,626	360,000
OC	Percent increase in Internet transactions	192%	16%	2%	2%	1%	-4%	18%	10%	-10%	40%	-7%	24%	-1%	89%	99%
OP	Average monthly number of Internet transactions	15,068	21,729	21,984	22,220	22,370	22,263	22,852	23,622	23,856	25,155	25,960	27,354	28,469	28,469	30,000
QL	Percent of customers responding to survey stating that their satisfaction with the Internet service is either Excellent or Good (vs. Satisfied or Very Satisfied)	99%	99.2%	99.0%	99.6%	99.1%	99.5%	99.4%	98.5%	99.5%	99.4%	99.3%	99.3%	99.3%	99.3%	99%

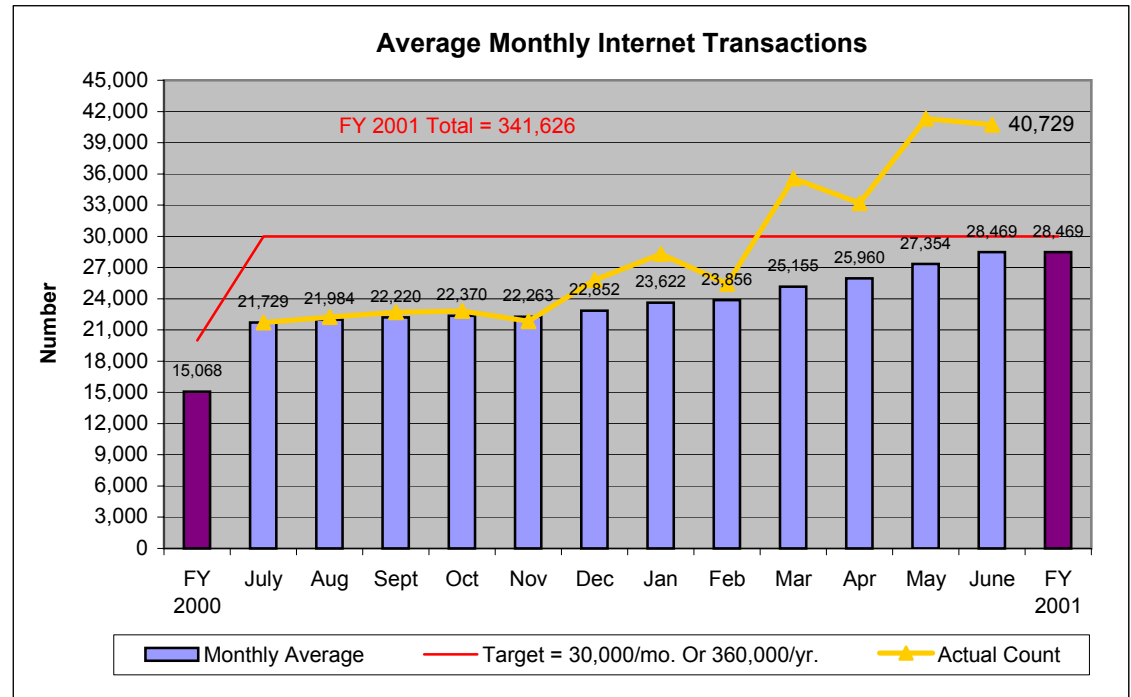
VARIANCE STATEMENT

APRIL: Slight reductions in renewals, special plate, and duplicate driver license transactions over March resulted in a lower total for April. However, this is still a significantly larger total than the months before March.

MAY: Transaction increases in all service categories as customer familiarity with Internet options continues to grow.

JUNE: Results this month were on track as expected. Personalized plates were added June 4, which contributed to increased transaction totals.

NOTES



2001 MONTHLY REPORT		PROGRAM	Motor Vehicle Division
		SUBPROGRAM/AREA	Customer Services / Competitive Government Partnerships
AGENCY GOAL	2	To increase the quality, timeliness and cost effectiveness of our products and services.	
MVD/PROGRAM GOAL	2	To provide services designed to increase the use of electronic service delivery.	
MVD/PROGRAM OBJECTIVE	2	For FY 2001, increase the number of all electronic service delivery transactions to 19.5 million (average 1.6 million per month).	

Type	PERFORMANCE MEASURES	FY 2000	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	FY 2001	FY 2001 Estimate
OP	Number of electronic delivery transactions comparable to MVD business (in thousands)	2,780	262	257	306	273	279	250	245	245	282	256	292	274	3,221	2,800
OP	Number of bulk MVR transactions transmitted electronically (not comparable to MVD business) in thousands	16,160	2,349	1,416	74	1,326	1,466	1,386	1,381	1,497	1,498	1,397	1,395	1,438	16,622	16,660
OP	Total electronic service delivery transactions (in thousands)	18,940	2,611	1,673	380	1,599	1,745	1,636	1,626	1,742	1,780	1,653	1,687	1,712	19,843	19,460
OP	Average monthly number of electronic service delivery transactions (in thousands)	1,578.3	2,611	2,142	1,554	1,566	1,601	1,607	1,610	1,626	1,643	1,644	1,648	1,654	1,654	1,622
OC	Percent increase in electronic service delivery transactions	1%	N/A	-35.9%	-77.3%	320.7%	9.1%	-6.2%	-0.6%	7.1%	2.2%	-7.1%	2.1%	1.5%	4.8%	2.7%

VARIANCE STATEMENT

MARCH: Transactions this month reflect an increase in online MVR sales and increase in Internet transactions due to anticipated growth and the addition of a new Internet service in March.

APRIL: Results continue to reflect forecast; objective is expected to be met.

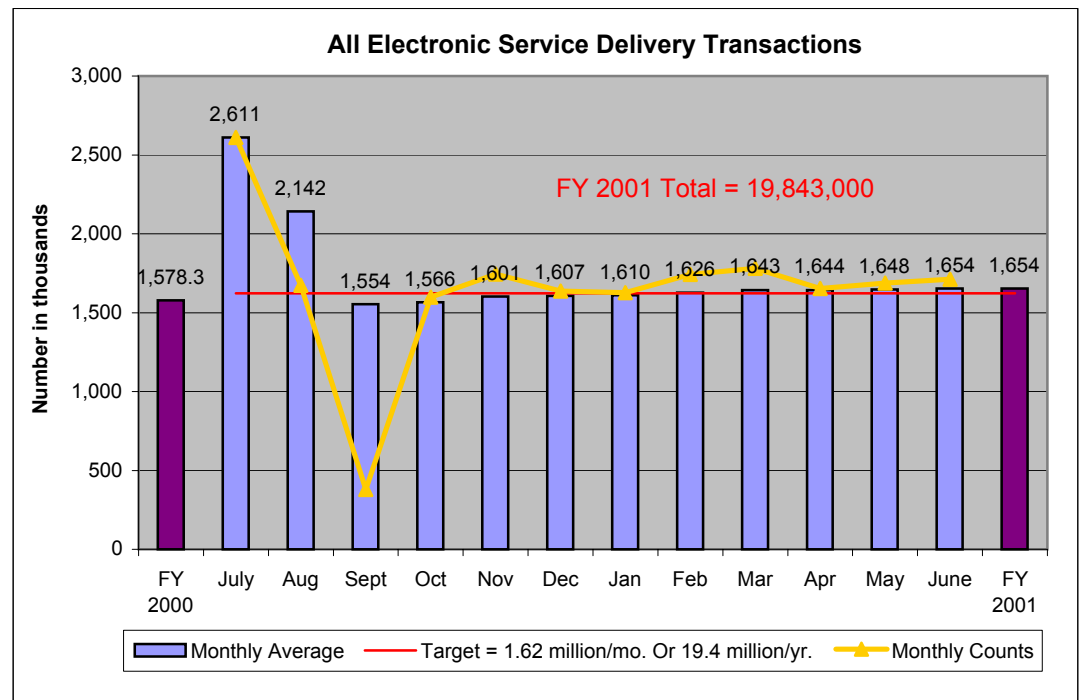
MAY: No appreciable variance occurred. Still on track to meet objective.

JUNE: Objective was met.

NOTES

Electronic delivery transactions include dial-up, Electronic Data Interchange (EDI), File Transfer Protocol (FTP), cartridge tape, and microfiche that could have been purchased over the counter in a field office if electronic delivery were not available. Bulk Motor Vehicle Record (MVR) transactions transmitted electronically (not comparable to MVD business) refer to monthly updates delivered to national companies that keep records for publishing directories or credit reporting. Records delivered include those database records that have either been newly added or changed since the previous month.

July to November electronic delivery totals were adjusted in December's report to include electronic registrations and duplicate driver licenses inadvertently omitted.



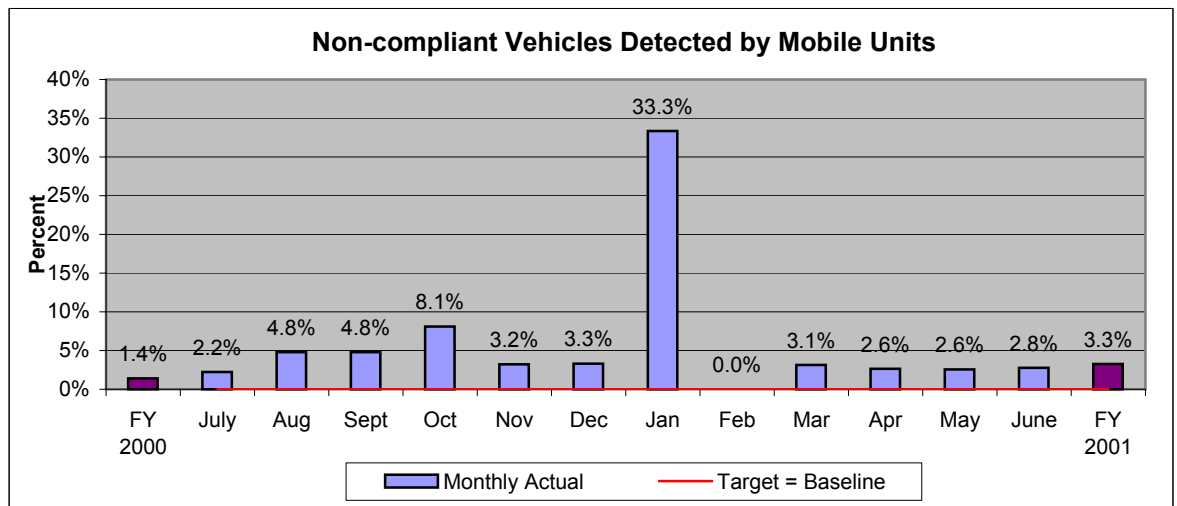
2001 MONTHLY REPORT		PROGRAM	Motor Vehicle Division
		SUBPROGRAM/AREA	Motor Vehicle Enforcement Services
AGENCY GOAL	1	To improve the movement of people and products throughout Arizona.	
MVD/PROGRAM GOAL	3	To regulate and license the motoring public and partners in support of safe travel and consumer protection.	
AGENCY and MVD/PROGRAM OBJECTIVE	1	For FY 2001, establish a baseline for the number of commercial vehicles intercepted through intrastate mobile enforcement for size/weight violations.	

Type	PERFORMANCE MEASURES	FY 2000	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	FY 2001	FY 2001 Estimate
IP	Number of mobile vehicles	11	11	11	11	11	11	11	11	11	11	11	11	11	11	11
IP	Number of internal inspection sites	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
IP	Number of operating hours for mobile enforcement	N/A	38	40	58	109	148	56	8	49	80	171	241	209	1,207	Baseline
IP	Total commercial vehicle traffic (includes credential checked, pre-cleared, and waved-thru traffic)	22,634	499	240	897	1,428	3,082	1,268	18	1,283	1,015	5,100	7,896	1,635	24,361	20,000
QL	Number of waved-thru vehicles	3,069	0	0	172	148	63	37	0	257	227	684	824	166	2,578	2,600
OP	Total weighings of vehicles (includes repeats of same vehicle)	40,397	497	417	1,227	1,283	3,004	1,207	18	238	801	4,358	6,610	1,007	20,667	20,380
OP	Number of vehicles weighed by mobile units (1 vehicle = 1 weigh)	40,397	497	417	1,227	1,283	3,004	1,207	18	238	801	4,358	6,610	1,007	20,667	Baseline
OC	Number of weighed vehicles detected by mobile enforcement as violating size/weight requirements	568	11	20	59	104	97	40	6	0	25	115	170	28	675	Baseline
OC	Percent of weighed vehicles detected by mobile enforcement as violating size/weight requirements	1.4%	2.2%	4.8%	4.8%	8.1%	3.2%	3.3%	33.3%	0.0%	3.1%	2.6%	2.6%	2.8%	3.3%	Baseline

VARIANCE STATEMENT

JULY thru JUNE: No variance statement provided.

NOTES



2001 MONTHLY REPORT		PROGRAM	Motor Vehicle Division
		SUBPROGRAM/AREA	Motor Vehicle Enforcement Services
AGENCY GOAL	1	To improve the movement of people and products throughout Arizona.	
MVD/PROGRAM GOAL	3	To regulate and license the motoring public and partners in support of safe travel and consumer protection.	
AGENCY and MVD/PROGRAM OBJECTIVE	2	For FY 2001, ensure at least 97% of all commercial vehicles entering fixed ports during hours of operation is credential checked or pre-cleared.	

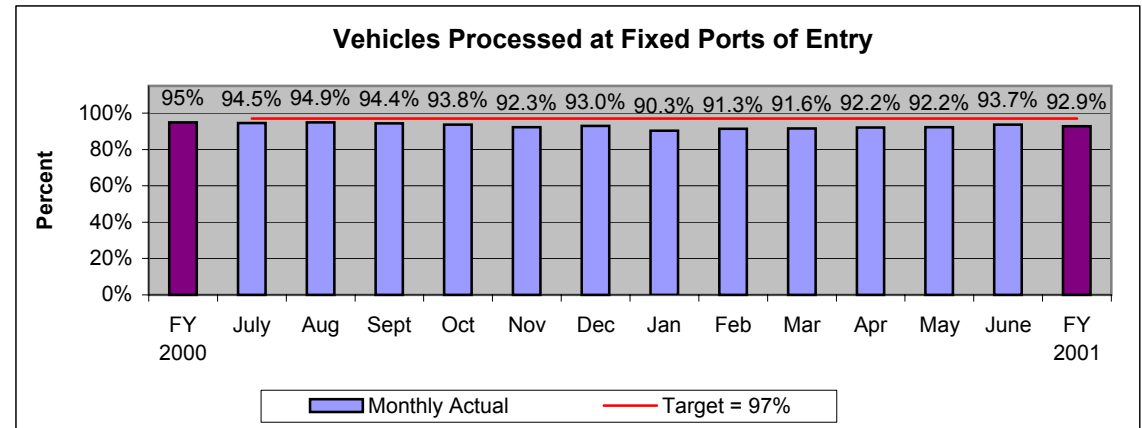
Type	PERFORMANCE MEASURES	FY 2000	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	FY 2001	FY 2001 Estimate
IP	Number of fixed ports	22	22	22	22	22	22	22	22	22	22	22	22	22	22	22
IP	Total commercial vehicle traffic at fixed ports (includes credential checked, pre-cleared, and waved-thru traffic) during hours of operation	7,228,176	562,194	645,646	547,880	581,942	529,456	503,433	538,098	519,777	584,760	555,061	562,757	569,918	6,700,922	7,354,669
OP	Number of vehicles credential checked and pre-cleared at fixed ports (excludes waved-thru traffic)	6,832,411	531,230	612,889	517,295	545,638	488,863	468,312	486,107	474,637	535,460	511,644	519,022	533,753	6,224,850	7,156,786
OP	Percent of vehicles credential checked and pre-cleared at fixed ports (excludes waved-thru traffic)	95%	94.5%	94.9%	94.4%	93.8%	92.3%	93.0%	90.3%	91.3%	91.6%	92.2%	92.2%	93.7%	92.9%	97%
QL	Number of waved-thru vehicles at fixed ports	395,765	30,964	32,757	30,585	36,304	40,593	35,121	51,991	45,140	49,300	43,417	43,735	36,165	476,072	197,883
OP	Total weighings of vehicles at fixed ports (includes repeats of same vehicle)	4,273,845	382,208	389,707	365,829	367,268	324,761	285,624	304,442	280,673	273,832	278,772	324,143	322,137	3,899,396	4,245,028
OP	Number of vehicles weighed at fixed ports (1 vehicle = 1 weigh)	3,849,552	349,666	357,602	337,855	342,766	300,345	284,900	303,634	279,872	272,837	276,903	288,512	291,204	3,686,096	Baseline
QL	Number of weighed vehicles detected at fixed ports as violating size/weight requirements	24,414	843	2,192	1,841	1,784	1,625	1,748	1,906	2,038	2,018	1,779	1,877	1,448	21,099	Baseline
QL	Percent of weighed vehicles detected at fixed ports as violating size/weight requirements	0.6%	0.2%	0.6%	0.5%	0.5%	0.5%	0.6%	0.6%	0.7%	0.7%	0.6%	0.7%	0.5%	0.6%	Baseline

VARIANCE STATEMENT

JULY thru JUNE: No variance statement provided.

NOTES

In July and August, the Springerville POE and the third shifts at San Simon and Topock closed, allowing for movement of staff to help other understaffed ports and shifts. During September, one shift closed at the following ports: San Simon, Sanders, St. George, and Topock.



2001 MONTHLY REPORT		PROGRAM	Motor Vehicle Division
		SUBPROGRAM/AREA	Customer Services / Internal Support Services
AGENCY GOAL	1	To improve the movement of people and products throughout Arizona.	
MVD/PROGRAM GOAL	3	To regulate and license the motoring public and partners in support of safe travel and consumer protection.	
MVD/PROGRAM OBJECTIVE	3	For FY 2001, complete at least 31% of all MVD rules in progress.	

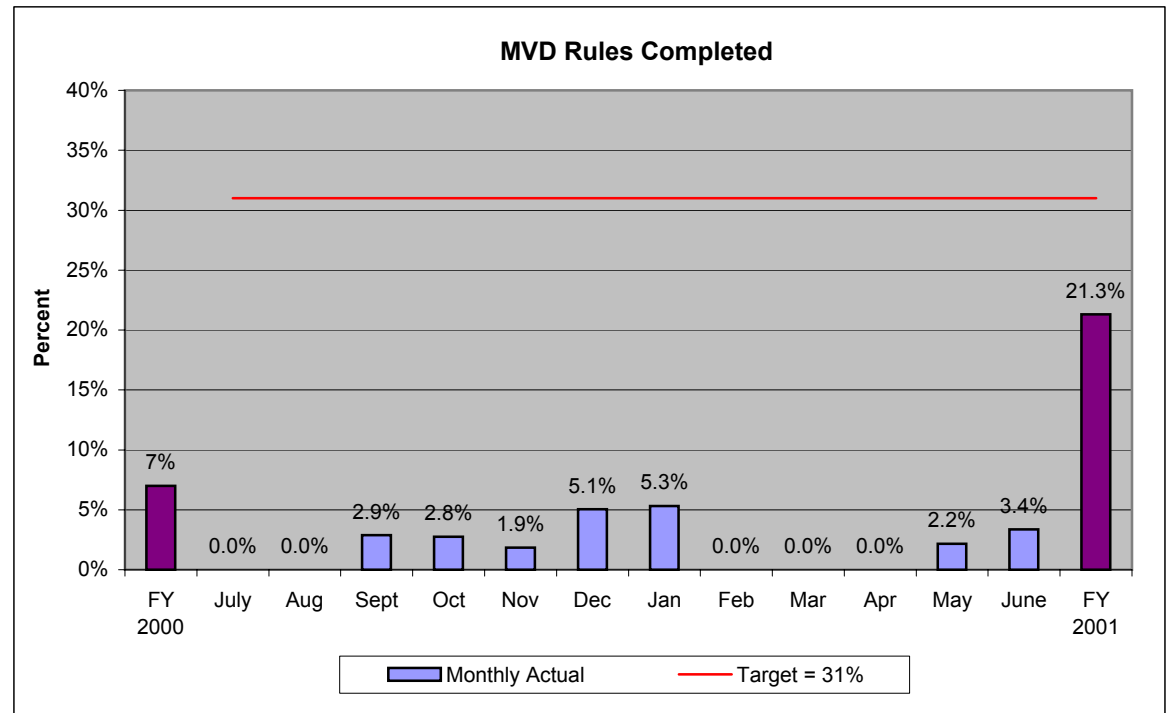
Type	PERFORMANCE MEASURES	FY 2000	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	FY 2001	FY 2001 Estimate
IP	Number of new MVD rules received	9	0	0	0	0	0	0	0	0	0	0	1	0	1	20
IP	Number of revised MVD rules scheduled to meet GRRC regulatory reform requirements	54	46	46	43	50	49	44	39	39	39	39	38	35	46	47
IP	Number of MVD existing rules	64	64	64	61	59	59	55	55	55	55	55	54	54	61	71
IP	Total number of MVD rules in progress	127	110	110	104	109	108	99	94	94	94	94	93	89	108	138
OP	Number of MVD rules completed (written, revised, or repealed)	9	0	0	3	3	2	5	5	0	0	0	2	3	23	43
OP	Percent of MVD rules completed (written, revised, or repealed)	7%	0.0%	0.0%	2.9%	2.8%	1.9%	5.1%	5.3%	0.0%	0.0%	0.0%	2.2%	3.4%	21.3%	31%

VARIANCE STATEMENT

NOVEMBER through JANUARY: Sixteen rules on the overdimensional permit rule group are being held up for further research and development in partnership between the State Engineer's Office, industry, and the enforcement community. The repeal and rewrite proposal is anticipated for sometime in FY 2001, with finalization early in FY 2002. As a result, the 43 rules currently estimated for completion during FY 2001 will likely be reduced to approximately 27.

MAY and JUNE: The unit completed its fiscal year workload on 6/6. The unit is just shy of 10% variance from target goal for FY 2001. This is owing to being at half staff for 2/3 of the fiscal year. This concludes measurement reporting with this instrument.

NOTES



2001 MONTHLY REPORT

PROGRAM

Motor Vehicle Division

SUBPROGRAM/AREA

Motor Vehicle Support Services / Central Support Services

AGENCY GOAL	4	To optimize the use of all resources.
MVD/PROGRAM GOAL	4	To promote safety in the workplace.
AGENCY and MVD/PROGRAM OBJECTIVE	1	For Calendar Year 2001, reduce the Injury Incidence Rate to 4.90 per 100 employees.

Type	PERFORMANCE MEASURES	CY 2000	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	CY 2001	CY 2001 Estimate
QL	Injury Incidence Rate (per 100 employees)	5.37	4.02	4.84	2.54	2.46	3.70	7.70							4.16	4.90
QL	Lost Work Day Rate (per 100 employees)	24.39	16.10	11.30	10.17	9.82	6.35	46.17							15.60	21.76
OC	Number of reportable injuries	79	4	6	3	3	7	9							32	77
OC	Lost work days due to injury	359	16	14	12	12	12	54							120	337

VARIANCE STATEMENT

No variance statement offered.

Injuries for calendar year **2001** are as follows: Multiple Torso--25.0%, Back--18.8%, Knee and Leg--15.6%, Hand and fingers--21.9%, Ankle and foot--6.3%, Arm and elbow--9.4% and Eyes--3.1%.

Injuries for calendar year **2000** are as follows: Multiple and Torso--29.1%, Hand and fingers--22.8%, Back--12.7%, Arm(s) and Elbow--10.1%, Knee and Leg--10.1%, Ankle and Foot--7.6%, Neck--2.5%, Eyes--1.3% and Head--3.8%.

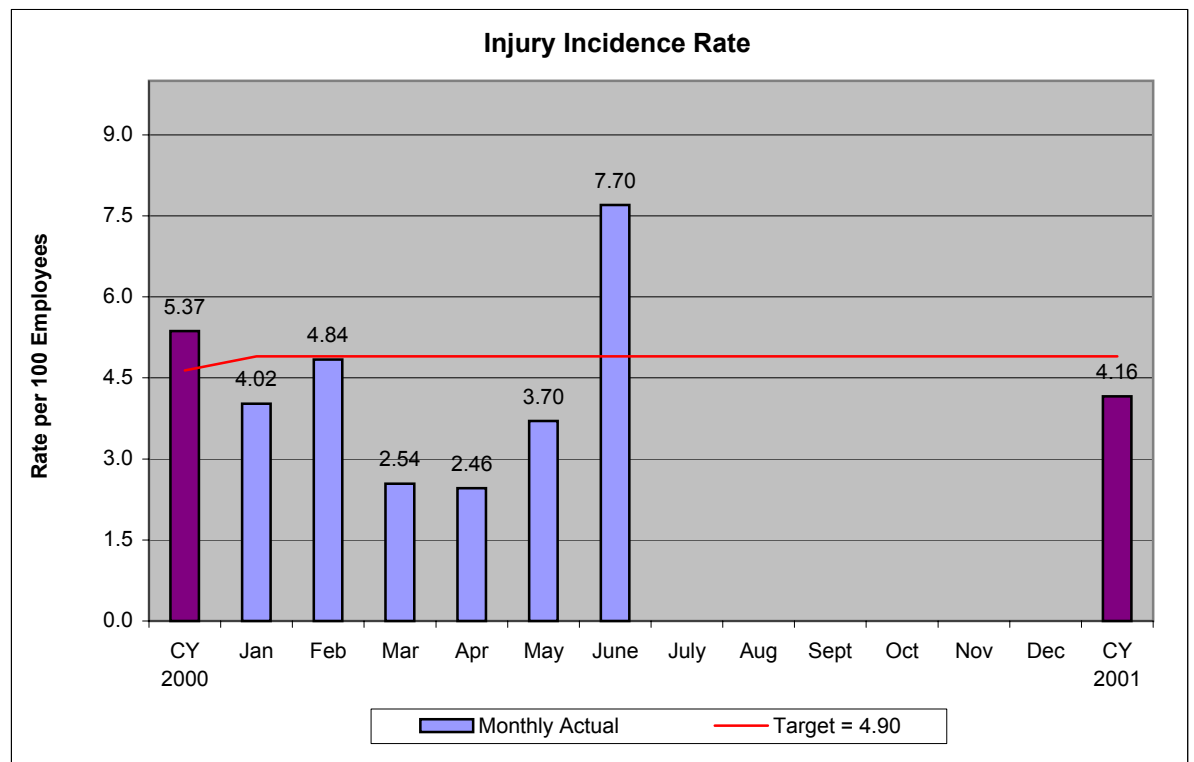
The CY 2000 injury incidence rate target of 5.17 was exceeded by 0.20 points. The final performance summary, as noted, is 5.37.

NOTES

Previously reported incidence rates may be changed due to late reported accidents or reported accidents that are later proved to be outside of the work environment and deducted from the count.

ADOT Supervisor Training in Accident Reduction Techniques (START) began April 2000. (START is an employee safety education program designed to increase employee safety awareness, with the intent of decreasing preventable injuries.)

While the START safety training is intended to influence employee actions in general, MVD will continue to monitor injury trends within reported categories to determine specific training to help further reduce injuries.



2001 MONTHLY REPORT

PROGRAM

Motor Vehicle Division

SUBPROGRAM/AREA

Motor Vehicle Support Services / Director's Office

AGENCY GOAL	5	To improve public and political support necessary to meet Arizona's transportation needs.
MVD/PROGRAM GOAL	9	To successfully address constituent needs.
MVD/PROGRAM OBJECTIVE	1	For FY 2001, ensure that 99% of all written constituent inquiries received are responded to within 10 business days.

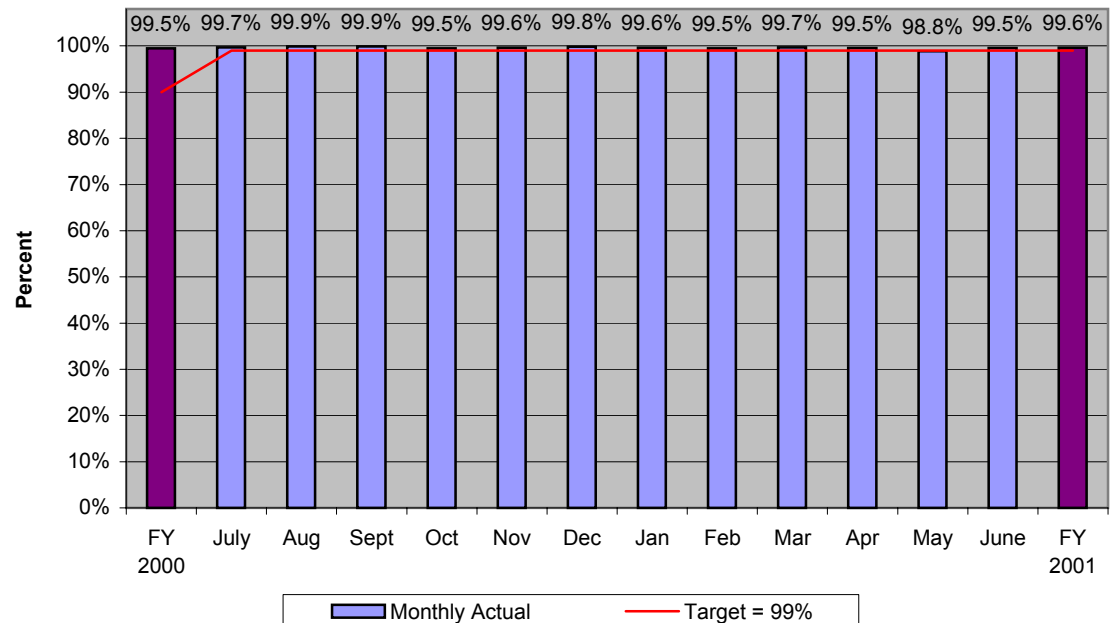
Type	PERFORMANCE MEASURES	FY 2000	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	FY 2001	FY 2001 Estimate
IP	Number of written constituent inquiries received	66,372	4,452	5,081	3,932	3,156	4,200	3,636	4,172	2,424	2,754	3,109	2,592	2,470	41,978	67,000
OP	Number of written constituent inquiries responded to within 10 business days	66,010	4,437	5,075	3,927	3,140	4,185	3,629	4,157	2,411	2,745	3,094	2,562	2,458	41,820	66,350
EF	Percent of written constituent inquiries responded to within 10 business days	99.5%	99.7%	99.9%	99.9%	99.5%	99.6%	99.8%	99.6%	99.5%	99.7%	99.5%	98.8%	99.5%	99.6%	99%

VARIANCE STATEMENT

FEBRUARY through JUNE: No variance statement provided.

NOTES

Written Constituent Inquiries Responded To Within 10 Business Days



2001 MONTHLY REPORT

PROGRAM

Motor Vehicle Division

SUBPROGRAM/AREA

Motor Vehicle Support Services / Director's Office

AGENCY GOAL	5	To improve public and political support necessary to meet Arizona's transportation needs.
MVD/PROGRAM GOAL	9	To successfully address constituent needs.
MVD/PROGRAM OBJECTIVE	2	For FY 2001, ensure that 95% of all constituent inquiries received via the Internet are responded to within 10 business days.

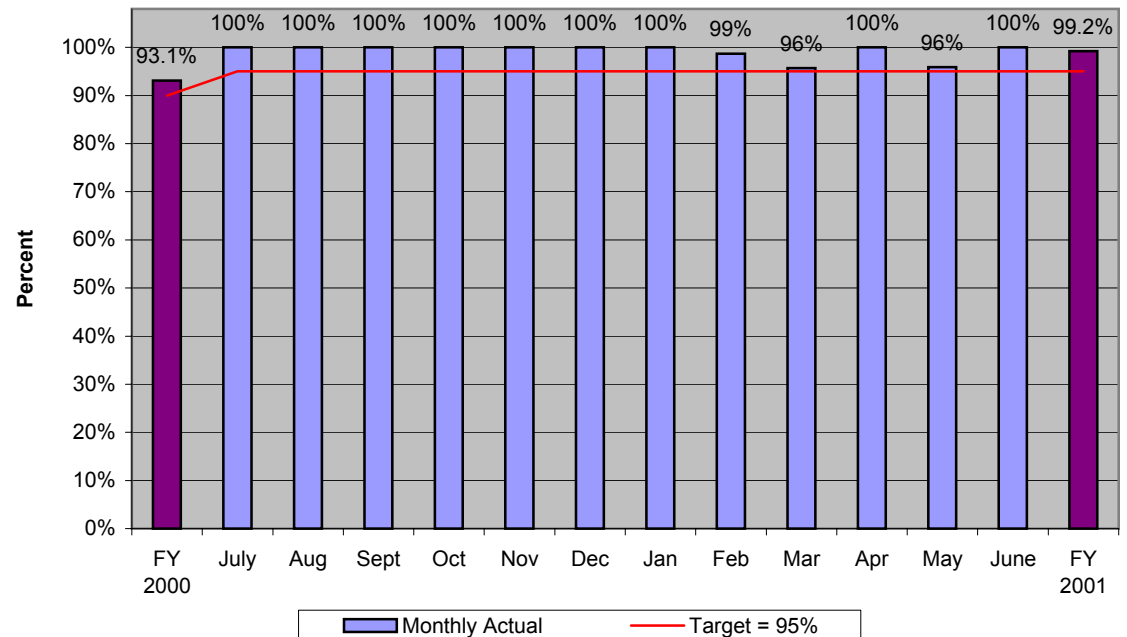
Type	PERFORMANCE MEASURES	FY 2000	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	FY 2001	FY 2001 Estimate
IP	Number of constituent inquiries received via the Internet	29,168	2,602	2,003	2,069	2,358	2,451	1,925	2,895	2,205	2,310	3,014	2,298	2,499	28,629	32,074
OP	Number of constituent inquiries received via the Internet responded to within 10 business days	27,159	2,602	2,003	2,069	2,358	2,451	1,925	2,895	2,176	2,211	3,014	2,203	2,499	28,406	30,400
EF	Percent of constituent inquiries received via the Internet responded to within 10 business days	93.1%	100%	100%	100%	100%	100%	100%	100%	99%	96%	100%	96%	100%	99.2%	95%

VARIANCE STATEMENT

FEBRUARY through JUNE: No variance statement provided.

NOTES

Internet Constituent Inquiries Responded To Within 10 Business Days



2001 MONTHLY REPORT

PROGRAM	Motor Vehicle Division
SUBPROGRAM/AREA	Motor Vehicle Support Services / Director's Office

AGENCY GOAL	5	To improve public and political support necessary to meet Arizona's transportation needs.
MVD/PROGRAM GOAL	10	To successfully address requests from the Arizona Executive and Legislature.
MVD/PROGRAM OBJECTIVE	1	For FY 2001, establish a baseline for the percentage of Bill Analysis Packages with MVD-specific direct-impact provisions completed within 3 business days.

Type	PERFORMANCE MEASURES	FY 2000	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	FY 2001	FY 2001 Estimate
IP	Number of Bill Analysis Packages with MVD direct-impact provisions requested	N/A	0	0	0	0	50	3	N/A	N/A	N/A	N/A	N/A	N/A	53	Baseline
OP	Number of Bill Analysis Packages with MVD direct-impact provisions completed within three business days	N/A	0	0	0	0	50	3	N/A	N/A	N/A	N/A	N/A	N/A	53	Baseline
EF	Percent of Bill Analysis Packages with MVD direct-impact provisions completed within three business days	N/A	No Bills				100%	100%	N/A	N/A	N/A	N/A	N/A	N/A	100.0%	Baseline

VARIANCE STATEMENT

NOVEMBER: Ten alternative fuel-related bills were sent out to five different program areas for analysis. All analyses were completed within two working days.

DECEMBER: Two motor vehicle related bills were sent to three programs for analysis. Two were completed within three working days; one was completed within one working day.

JANUARY thru JUNE: No variance statement provided. Due to the MVD Legislative Liaison's recent expansion of duties to include all ADOT legislation, tracking of this objective will be postponed at least through the remainder of the fiscal year.

NOTES

